



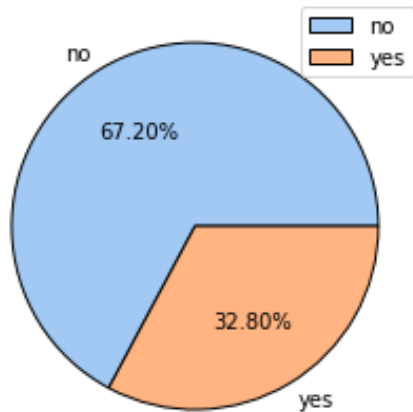
# ANALYSIS OF CUSTOMER SATISFACTION BASED ON REVIEWS

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# CUSTOMER SATISFACTION



67.20% of customers are not satisfied with our airways, what do they say:



Food and beverages get an average rating of 1.8 rating out of 5

- 1.The presentation of the food was poor.
- 2.The menu option was limited.
- 3.The time taken to serve the food was too long.



Value for money gets an average rating of 1.5 out of 5

1. The refund takes a long time.
2. Forced to use vouchers which were not very useful.
3. Random excuses to evade refund.